

## City of Franklin Fire Department

### SERVICE ADDRESS:

8901 West Drexel  
Franklin, WI 53132  
Phone: (414) 425-1420

### BILLING performed by: CPR Inc. aka CPR

Contact: Compliance Officer  
Phone: 414-963-1183 / 800-919-2280  
Fax: 414-332-2945 / 866-332-2945

## NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. City of Franklin Fire Department and CPR will use your personal health information for treatment, payment and health care operations. (See #4 Below)

### 1. PROTECTING YOUR PRIVACY

It is your right as a patient to be informed of the privacy practices of Franklin Fire Department, as well as to be informed of your privacy rights with respect to your personal health information. This notice of privacy practices is intended to provide you with this information. Please note the language herein refers to Franklin Fire Department includes both Franklin Fire Department and our medical billing service, CPR. CPR is authorized by Franklin Fire Department to respond to any requests, concerns or questions regarding this policy or the use of your personal health information as it relates to obtaining insurance payment or other health care operations. Please call the compliance officer at one of the CPR phone numbers above.

### 2. RESPONSIBILITIES

City of Franklin Fire Department is required to:

- Maintain the privacy of your health information;
- Provide you with a notice of the legal duties and privacy practices regarding protected health information collected and maintained about you
- Abide by the terms of this notice

Franklin Fire Department reserves the right to change the terms of the notice of privacy practices and make the new notice provisions effective for all protected health information that it maintains. Franklin Fire Department also reserves the right to change the terms of its notice with respect to any applicable uses and disclosures. Franklin Fire Department will promptly revise and distribute its privacy practices policy whenever a substantial change is made to any of its privacy practices. Franklin Fire Department will not use or disclose your health information without your authorization, except as described in this policy.

### 3. YOUR HEALTH INFORMATION RIGHTS

You have a right to:

- Request restrictions on certain uses and disclosures of protected health information, even if the restriction affects your treatment or Franklin Fire Department payment or health operations activities. However, Franklin Fire Department is not required to agree to your requested restriction.
- Request that the Franklin Fire Department communicate your health information to you. Franklin Fire Department billing service, CPR, will accommodate any reasonable request. You may inspect and obtain a copy of your health record. This request for access to your health care record must be submitted to CPR, in writing to the compliance officer, with a consent signed by the patient or the patient's power of attorney or personal representative. You may make one request per year at no charge. CPR may charge a reasonable fee for additional copies of your health care record.
- Request an amendment to your health care record if you believe the health information is incorrect or incomplete as documented by Franklin Fire Department. You must make this request, in writing, to the compliance officer at CPR. You must state the reason why your health record should be changed. If the Franklin Fire Department did not create the record or disagrees with your requested change, your request may be denied.
- Obtain an accounting of disclosures of your health information that Franklin Fire Department has made in compliance with state and federal law. The accounting can be requested in writing to the compliance officer at CPR. They will describe the dates of each disclosure, a brief description of information disclosed and the reason for disclosure. You may request one accounting per year at no charge. CPR may charge a reasonable fee for additional copies of your accounting disclosures.
- Obtain a paper copy of CPR's Privacy Practices Policy, at no charge, by contacting the compliance officer at CPR.
- The right to complain, to the "Privacy Officer" at The City of Franklin Fire Department and or the Secretary of the United States Department of Health & Human Services. You shall not be retaliated against in any way for filing a complaint with the fire department or the government.

### 4. USES AND DISCLOSURES FOR TREATMENT, PAYMENT AND HEALTH CARE OPERATIONS

City of Franklin Fire Department is permitted by federal privacy rule to use or disclose your protected health information for treatment, payment or health care operations. City of Franklin Fire Department may use or disclose your health information:

- In the provision, coordination or management of your health care
- To obtain reimbursement for the provision of health care services provided. The bill may include information that identifies you, your diagnosis and your treatment
- For evaluation of patient care services, evaluating the performance of the EMT staff, business budgeting projections and activities such as internal audits that relate to compliance with the laws that regulate our operations

### 5. USES OR DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION PERMITTED WITHOUT YOUR AUTHORIZATION

Without your written authorization, Franklin Fire Department may use or disclose your health information as required by law. This includes information pertaining to a worker's compensation claim, to injury for victims of abuse, neglect, or domestic violence, for judicial proceedings, for law enforcement purposes, for statutory reporting to the State of Wisconsin for public health safety, in response to a request by a state or federal agency, for activities related to death, tissue donation, or to avert a serious threat to health or safety.

Effective Date: This Notice of Privacy Practices is effective as of 04/01/03